

US010972361B2

(12) **United States Patent**
Lairsey et al.

(10) **Patent No.: US 10,972,361 B2**
(45) **Date of Patent: Apr. 6, 2021**

(54) **SYSTEM AND METHOD FOR REMOTE
HARDWARE SUPPORT USING AUGMENTED
REALITY AND AVAILABLE SENSOR DATA**

(58) **Field of Classification Search**
CPC ... G06K 9/00671; H04W 76/10; H04L 41/22;
H04L 43/50; G06T 19/006;
(Continued)

(71) Applicant: **DELL PRODUCTS, LP**, Round Rock,
TX (US)

(56) **References Cited**

(72) Inventors: **Jeffrey M. Lairsey**, Round Rock, TX
(US); **Sudhir Vittal Shetty**, Cedar Park,
TX (US); **Alexander P. Rote**,
Pflugerville, TX (US); **Saurabh
Kishore**, Round Rock, TX (US);
Robert V. Cox, Austin, TX (US);
Saurav Shrestha, Round Rock, TX
(US); **Robert Barrett**, Austin, TX (US)

U.S. PATENT DOCUMENTS

8,793,587 B2 7/2014 Sayers
8,913,086 B2 * 12/2014 Meserth G06F 11/07
345/633

(Continued)

OTHER PUBLICATIONS

PCT/US20/12253, International Search Report dated Apr. 9, 2020,
14 pages.

Primary Examiner — Steven P Sax

(74) *Attorney, Agent, or Firm* — Larson Newman, LLP

(73) Assignee: **Dell Products L.P.**, Round Rock, TX
(US)

(*) Notice: Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 31 days.

(21) Appl. No.: **16/264,501**

(22) Filed: **Jan. 31, 2019**

(65) **Prior Publication Data**

US 2020/0252302 A1 Aug. 6, 2020

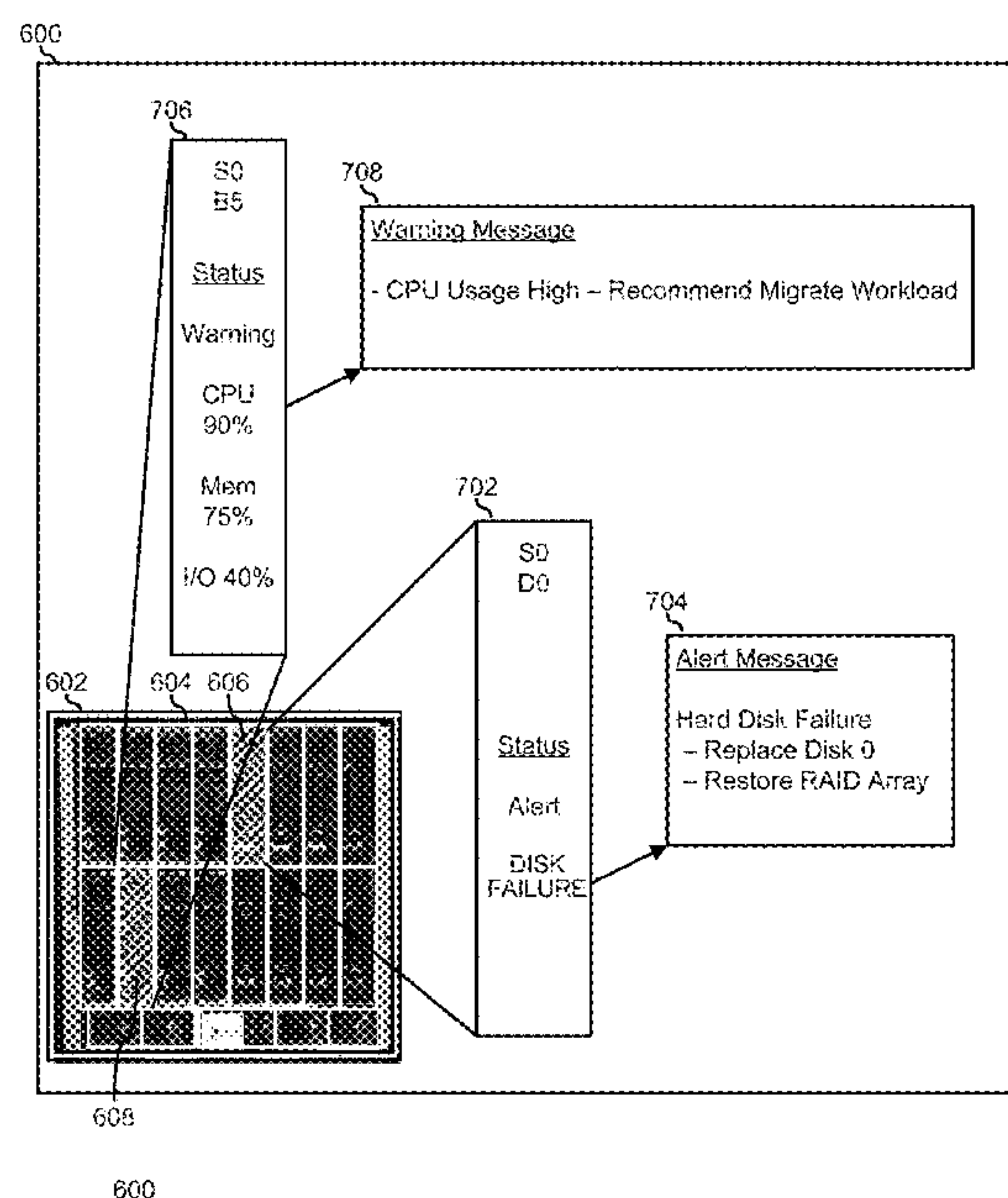
(51) **Int. Cl.**
G06F 3/0484 (2013.01)
H04L 12/24 (2006.01)
(Continued)

(52) **U.S. Cl.**
CPC **H04L 41/22** (2013.01); **G06F 3/0484**
(2013.01); **G06K 9/00671** (2013.01); **H04W**
76/10 (2018.02)

(57) **ABSTRACT**

An information handling system for managing equipment in
a datacenter includes a display, a wireless communication
interface, and an imaging system configured to capture
image data from within a field of view of the imaging
system. The information handling system shows the image
data on the display, and provides an augmented reality
overlay on the display over the image data. The augmented
reality overlay locates an element of datacenter equipment
that needs to be serviced. The information handling system
further determines that the element is within the field of
view, establishes a wireless communication link with the
element via the wireless communication interface in
response to determining that the element is within the field
of view, and receives an instruction to service the element
from a remote service system in response to establishing the
wireless communication link.

20 Claims, 7 Drawing Sheets

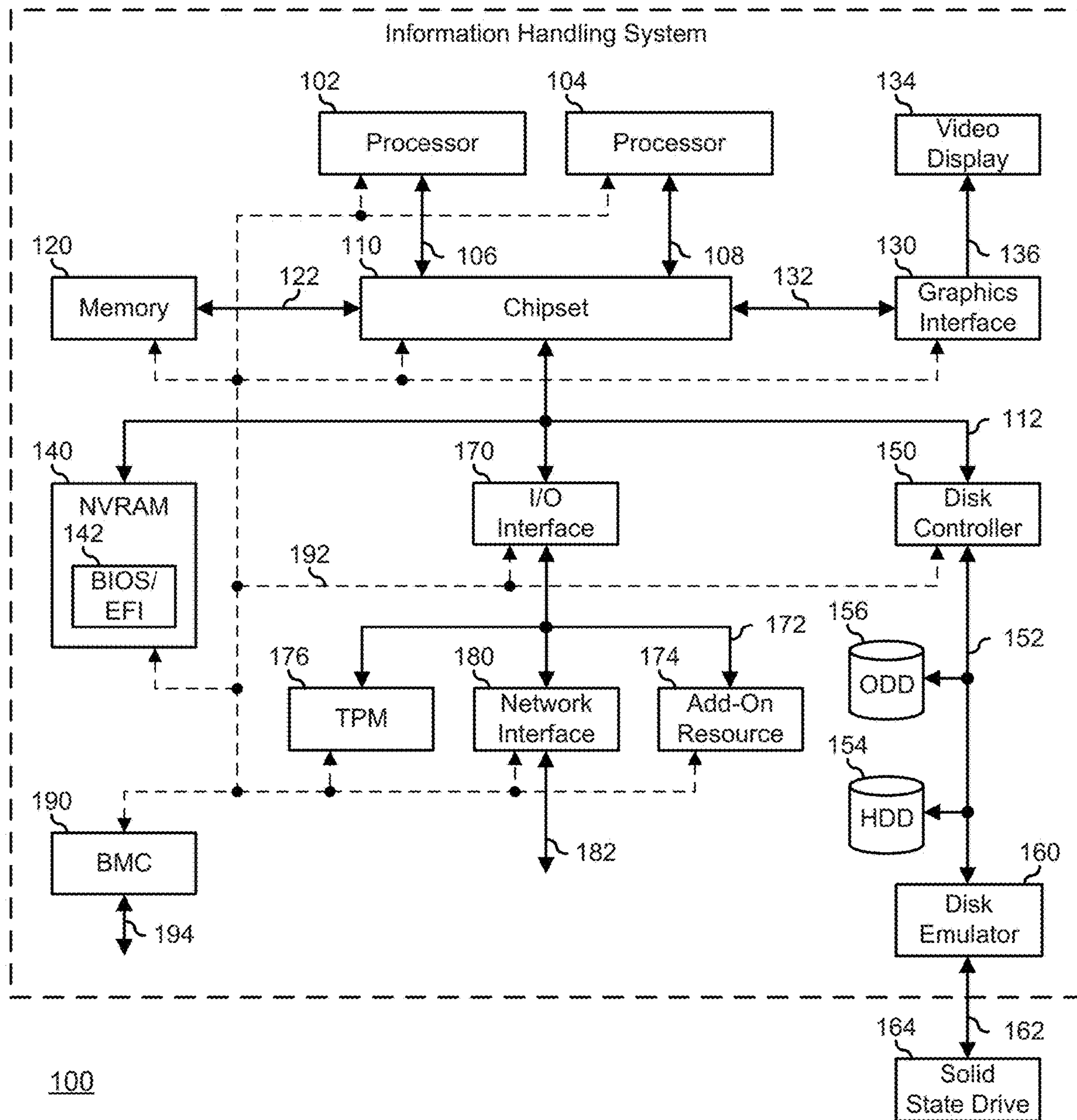


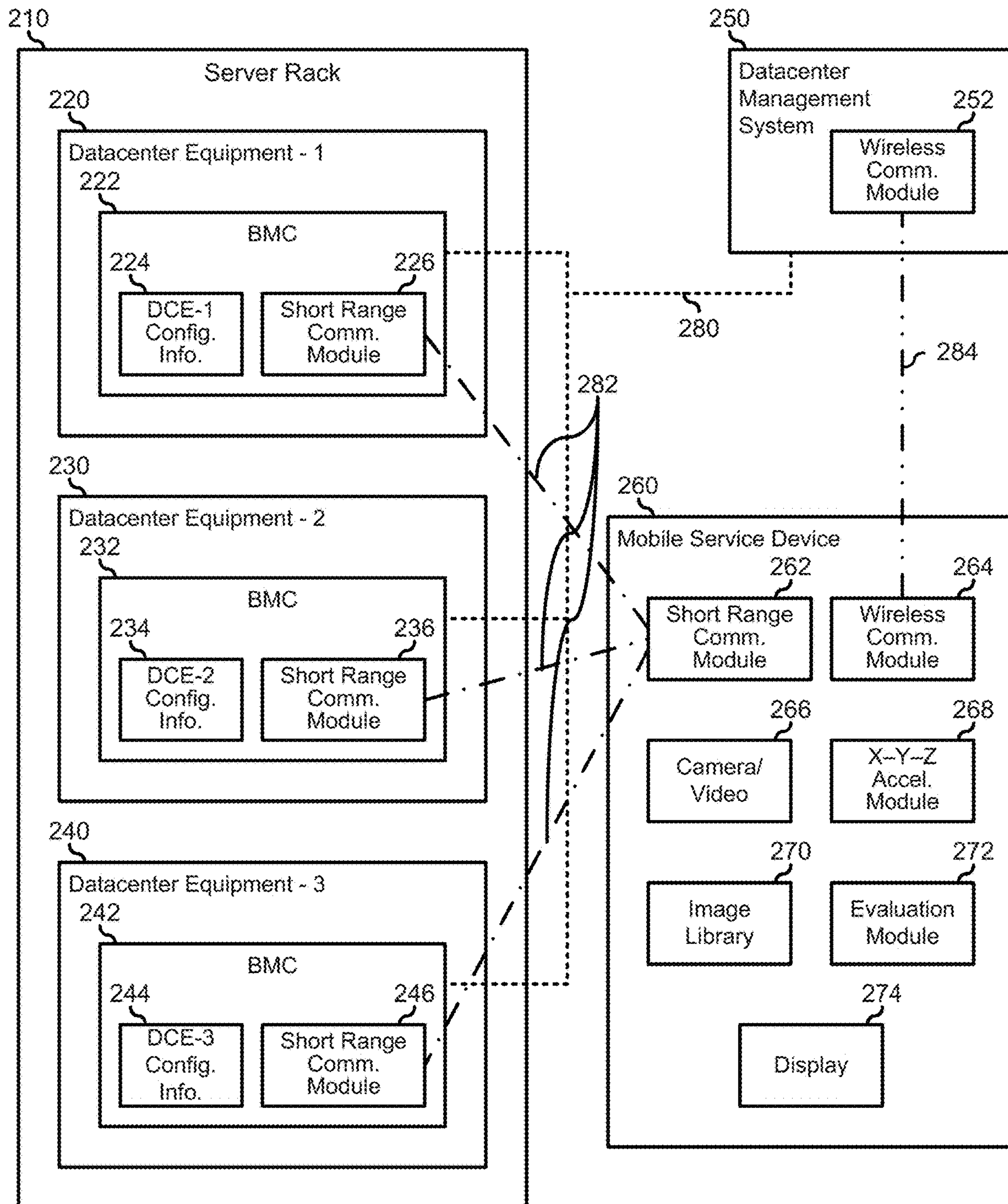
Page 2

8,957,917	B2	2/2015	Meserth et al.	
10,360,735	B1 *	7/2019	Reeder	G06Q 30/016
2003/0179218	A1	9/2003	Martins et al.	
2004/0105573	A1	6/2004	Neumann et al.	
2005/0001852	A1	1/2005	Dengler et al.	
2006/0189854	A1	8/2006	Webb et al.	
2007/0005382	A1	1/2007	Sayers	
2009/0167787	A1	7/2009	Bathiche et al.	
2010/0087981	A1 *	4/2010	Orozco-Perez	H04L 67/18 701/29.5
2011/0239056	A1	9/2011	Adams	
2012/0249588	A1	10/2012	Tison et al.	
2012/0259973	A1	10/2012	Windell	
2013/0031202	A1	1/2013	Mick et al.	
2013/0083063	A1 *	4/2013	Geisner	G06F 3/013 345/633
2013/0271625	A1	10/2013	Gruber et al.	
2013/0295952	A1 *	11/2013	Chao	G01S 5/0236 455/456.1

2014/0123299	A1 *	5/2014	Jung	G06F 21/74 726/26
2014/0146038	A1	5/2014	Kangas et al.	
2015/0363647	A1 *	12/2015	Perez	G06F 3/011 345/633
2016/0071319	A1	3/2016	Fallon et al.	
2016/0176724	A1 *	6/2016	Ji	G06T 19/006 700/282
2016/0203369	A1	7/2016	Inutsuka	
2016/0217617	A1 *	7/2016	Barribeau	G06F 3/04883
2016/0234202	A1	8/2016	Ahmed et al.	
2016/0253563	A1 *	9/2016	Lam	G06F 11/0748 348/130
2016/0350595	A1 *	12/2016	Solomin	G06K 9/6263
2017/0011254	A1	1/2017	Guo et al.	
2017/0322705	A1 *	11/2017	Conway	G06Q 40/08
2018/0077200	A1	3/2018	Apvrille	
2018/0130260	A1 *	5/2018	Schmirler	G06Q 10/0633
2018/0330338	A1 *	11/2018	Holden	G06F 11/30
2018/0350144	A1 *	12/2018	Rathod	G06Q 20/3276
2019/0012857	A1 *	1/2019	Noonan	H04W 4/33
2019/0041637	A1 *	2/2019	German	G01S 19/01
2019/0052638	A1 *	2/2019	Agarwal	G06T 19/006
2019/0149725	A1	5/2019	Adato et al.	
2019/0174252	A1	6/2019	Crane et al.	
2019/0175070	A1 *	6/2019	Decker	A61B 5/1074
2019/0244425	A1 *	8/2019	Koohmarey	H04W 4/02
2019/0254102	A1	8/2019	Teyeb et al.	
2019/0362641	A1 *	11/2019	Sukhwani	G09B 5/065
2020/0061811	A1	2/2020	Iqbal et al.	
2020/0074831	A1	3/2020	Yun et al.	
2020/0110560	A1 *	4/2020	Hariton	G06F 3/1206
2020/0162851	A1 *	5/2020	Wilde	H04B 10/1149

* cited by examiner

**FIG. 1**



200

FIG. 2

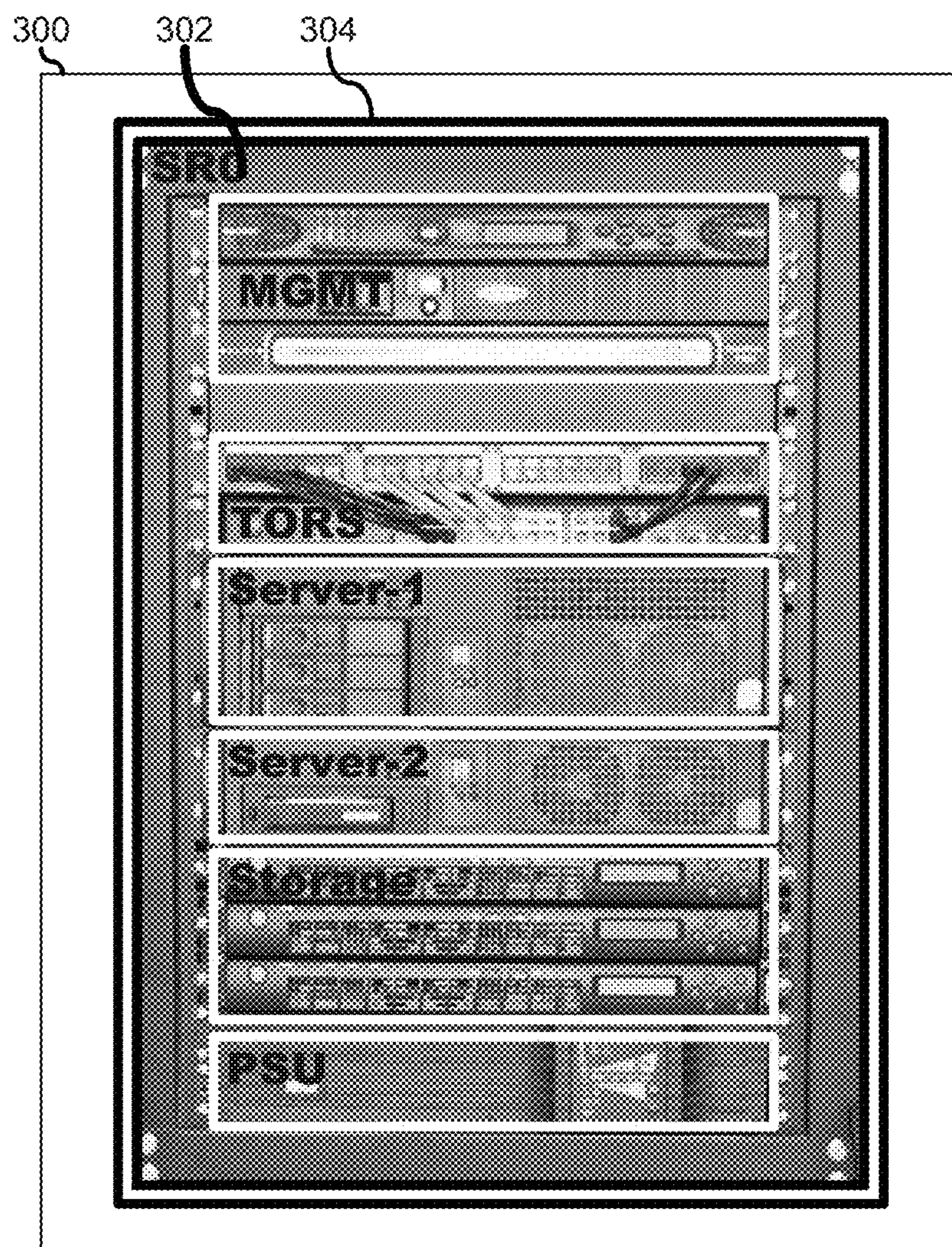
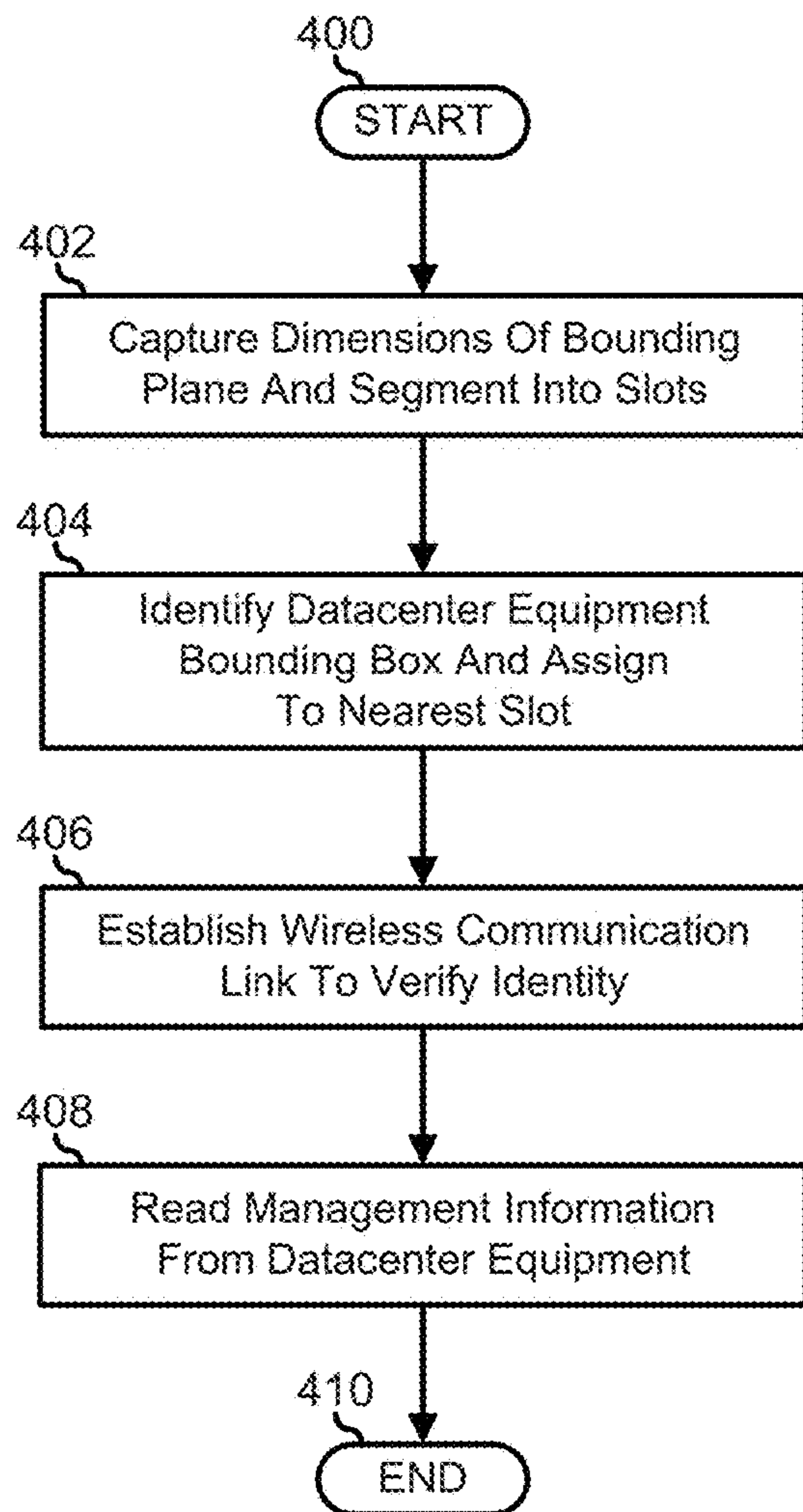
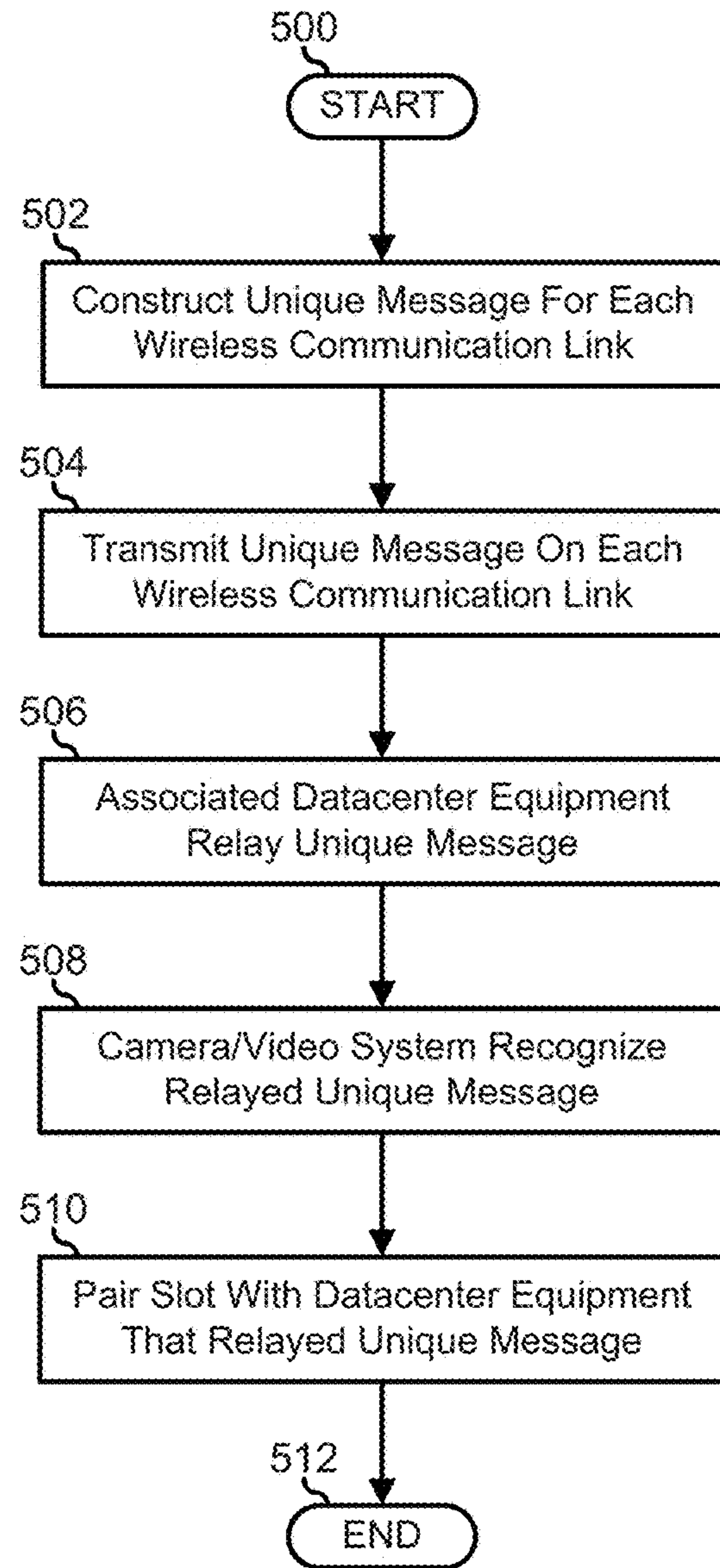


FIG. 3

**FIG. 4****FIG. 5**

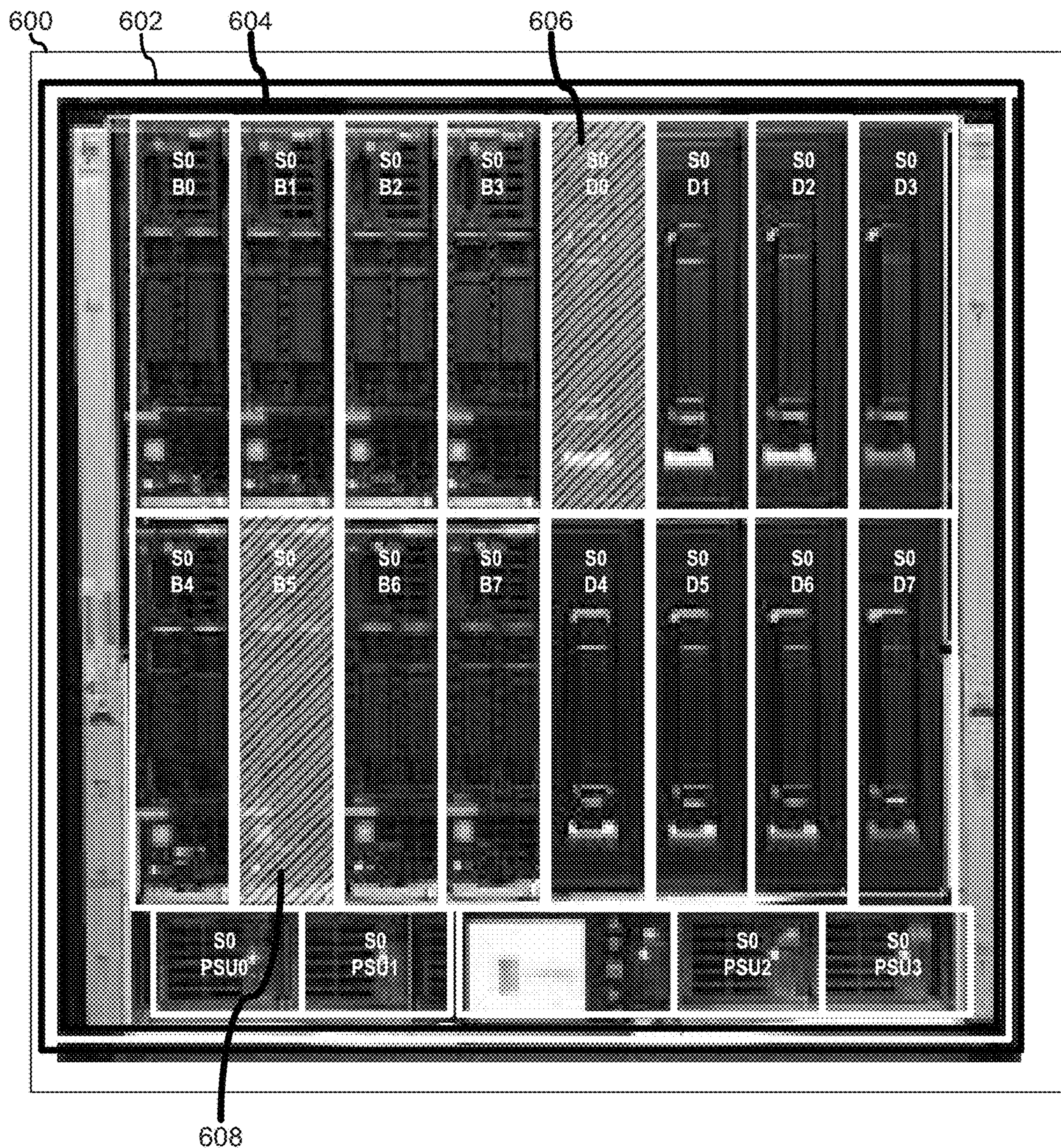


FIG. 6

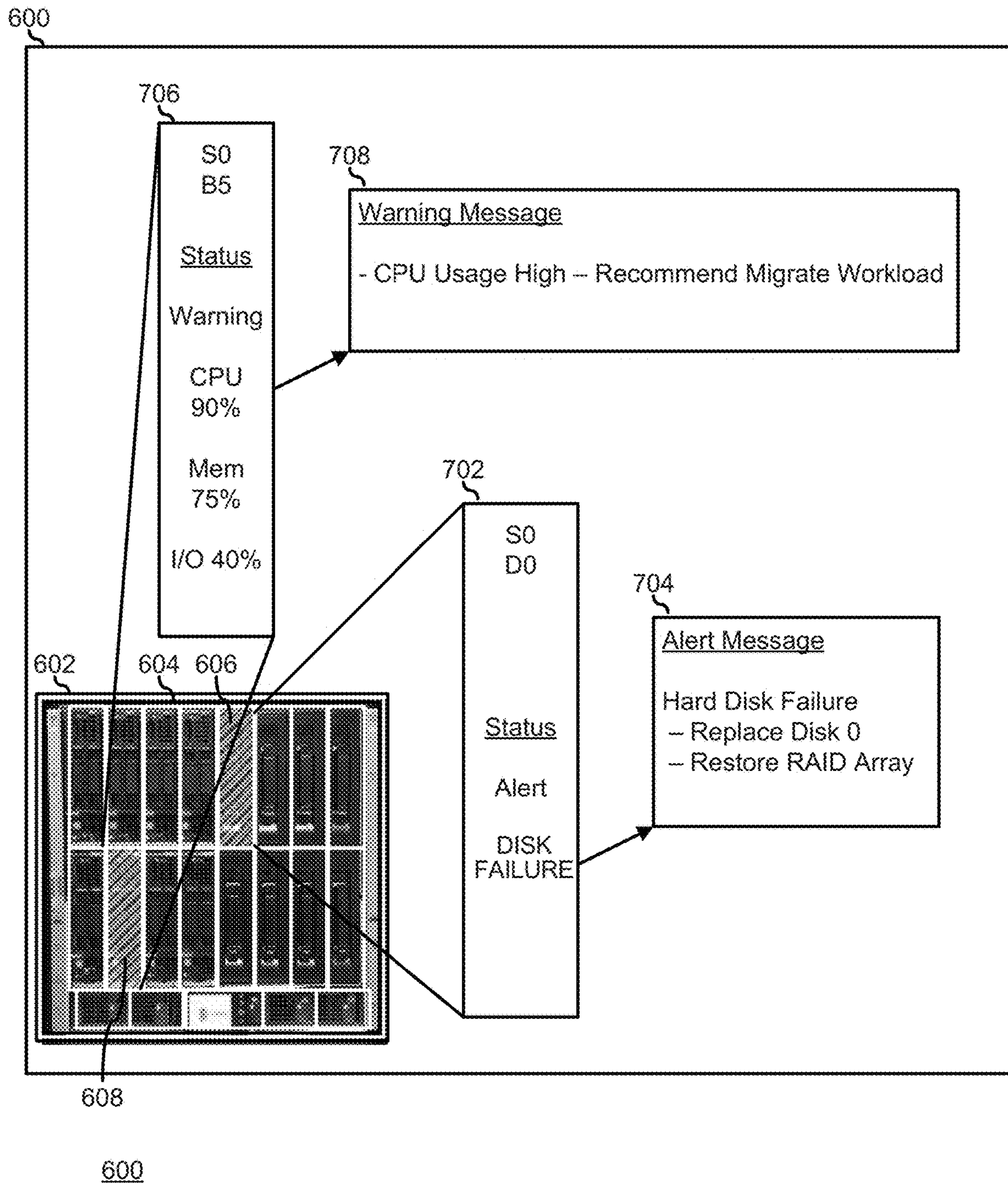


FIG. 7

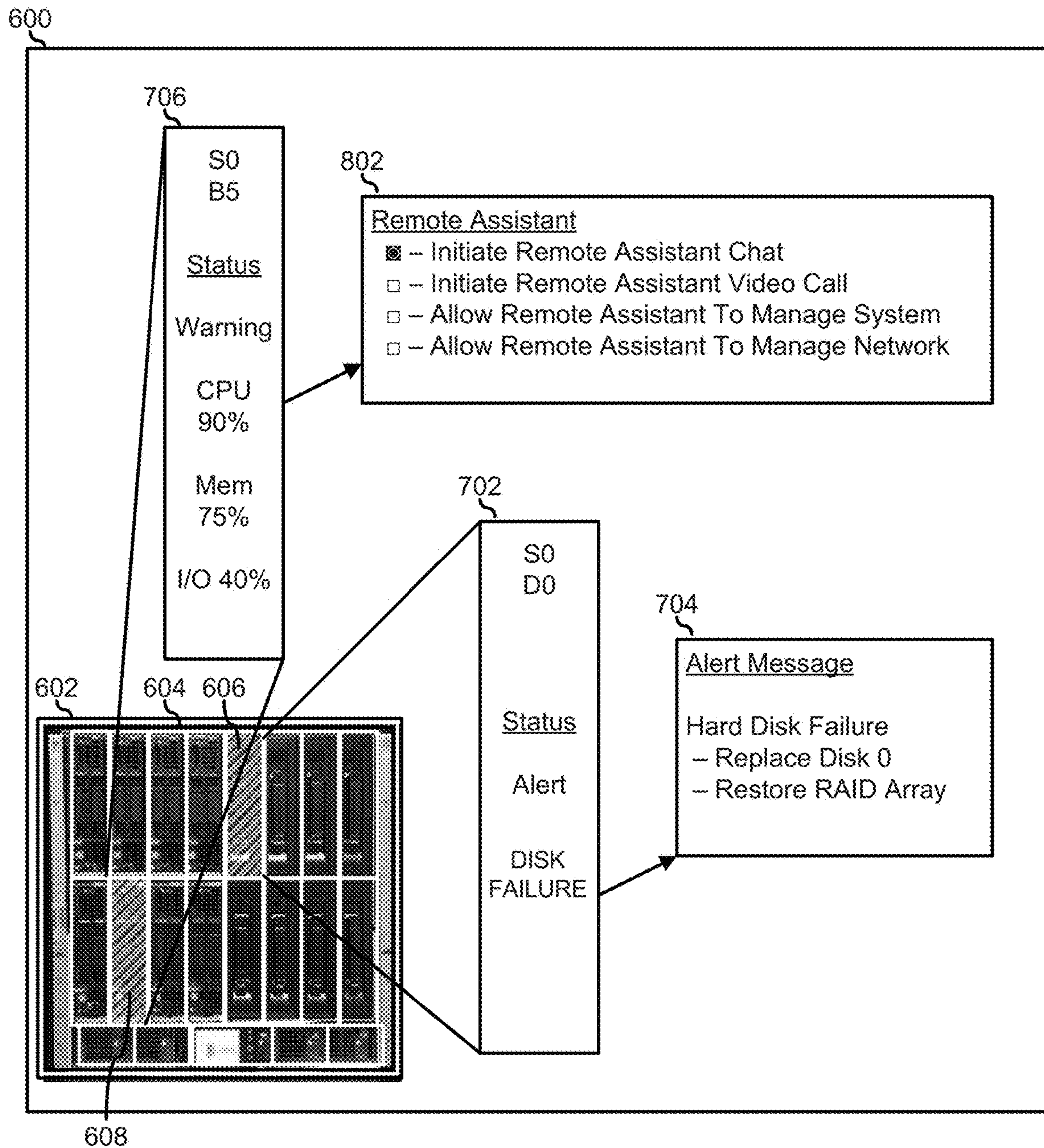


FIG. 8

1

SYSTEM AND METHOD FOR REMOTE HARDWARE SUPPORT USING AUGMENTED REALITY AND AVAILABLE SENSOR DATA

CROSS REFERENCE TO RELATED APPLICATIONS

Related subject matter is contained in co-pending U.S. patent application Ser. No. 16/264,372 entitled "System and Method for Hardware Management and Configuration in a Datacenter Using Augmented Reality and Available Sensor Data," filed Jan. 31, 2019, the disclosure of which is hereby incorporated by reference.

FIELD OF THE DISCLOSURE

This disclosure generally relates to information handling systems, and more particularly relates to remote hardware support in a datacenter using augmented reality and available sensor data.

BACKGROUND

As the value and use of information continues to increase, individuals and businesses seek additional ways to process and store information. One option is an information handling system. An information handling system generally processes, compiles, stores, and/or communicates information or data for business, personal, or other purposes. Because technology and information handling needs and requirements may vary between different applications, information handling systems may also vary regarding what information is handled, how the information is handled, how much information is processed, stored, or communicated, and how quickly and efficiently the information may be processed, stored, or communicated. The variations in information handling systems allow for information handling systems to be general or configured for a specific user or specific use such as financial transaction processing, reservations, enterprise data storage, or global communications. In addition, information handling systems may include a variety of hardware and software resources that may be configured to process, store, and communicate information and may include one or more computer systems, data storage systems, and networking systems.

SUMMARY

An information handling system for managing equipment in a datacenter may include a display, a wireless communication interface, and an imaging system configured to capture image data from within a field of view of the imaging system. The information handling system may show the image data on the display, and provide an augmented reality overlay on the display over the image data. The augmented reality overlay may locate an element of datacenter equipment that needs to be serviced. The information handling system may further determine that the element is within the field of view, establish a wireless communication link with the element via the wireless communication interface in response to determining that the element is within the field of view, and receive an instruction to service the element from a remote service system in response to establishing the wireless communication link. BRIEF DESCRIPTION OF THE DRAWINGS

It will be appreciated that for simplicity and clarity of illustration, elements illustrated in the Figures have not

2

necessarily been drawn to scale. For example, the dimensions of some of the elements are exaggerated relative to other elements. Embodiments incorporating teachings of the present disclosure are shown and described with respect to the drawings presented herein, in which:

FIG. 1 is a block diagram of an information handling system according to an embodiment of the present disclosure;

FIG. 2 is a block diagram of a datacenter according to an embodiment of the present disclosure;

FIG. 3 is a screen capture of a display with an augmented reality overlay according to an embodiment of the present disclosure;

FIG. 4 is a flowchart illustrating a method for determining the identity of an element of datacenter equipment according to an embodiment of the present disclosure;

FIG. 5 is a flowchart illustrating a method for pairing elements of datacenter equipment with their associated slots in a server rack according to an embodiment of the present disclosure; and

FIGS. 6-8 are screen captures of a display with an augmented reality overlay according to an embodiment of the present disclosure.

The use of the same reference symbols in different drawings indicates similar or identical items.

DETAILED DESCRIPTION OF DRAWINGS

The following description in combination with the Figures is provided to assist in understanding the teachings disclosed herein. The following discussion will focus on specific implementations and embodiments of the teachings. This focus is provided to assist in describing the teachings, and should not be interpreted as a limitation on the scope or applicability of the teachings. However, other teachings can certainly be used in this application. The teachings can also be used in other applications, and with several different types of architectures, such as distributed computing architectures, client/server architectures, or middleware server architectures and associated resources.

FIG. 1 illustrates an embodiment of an information handling system 100 including processors 102 and 104, a chipset 110, a memory 120, a graphics adapter 130 connected to a video display 134, a non-volatile RAM (NV-RAM) 140 that includes a basic input and output system/extensible firmware interface (BIOS/EFI) module 142, a disk controller 150, a hard disk drive (HDD) 154, an optical disk drive 156, a disk emulator 160 connected to a solid state drive (SSD) 164, an input/output (I/O) interface 170 connected to an add-on resource 174 and a trusted platform module (TPM 176, a network interface 180, and a baseboard management controller (BMC) 190. Processor 102 is connected to chipset 110 via processor interface 106, and processor 104 is connected to the chipset via processor interface 108. In a particular embodiment, processors 102 and 104 are connected together via a high-capacity coherent fabric, such as a HyperTransport link, a QuickPath Interconnect, or the like. Chipset 110 represents an integrated circuit or group of integrated circuits that manages the data flows between processors 102 and 104 and the other elements of information handling system 100. In a particular embodiment, chipset 110 represents a pair of integrated circuits, such as a northbridge component and a southbridge component. In another embodiment, some or all of the functions and features of chipset 110 are integrated with one or more of processors 102 and 104. Memory 120 is connected to chipset 110 via a memory interface 122. An

example of memory interface **122** includes a Double Data Rate (DDR) memory channel and memory **120** represents one or more DDR Dual In-Line Memory Modules (DIMMs). In a particular embodiment, memory interface **122** represents two or more DDR channels. In another embodiment, one or more of processors **102** and **104** include a memory interface that provides a dedicated memory for the processors. A DDR channel and the connected DDR DIMMs can be in accordance with a particular DDR standard, such as a DDR3 standard, a DDR4 standard, a DDR5 standard, or the like. Memory **120** may further represent various combinations of memory types, such as Dynamic Random Access Memory (DRAM) DIMMs, Static Random Access Memory (SRAM) DIMMs, non-volatile DIMMs (NV-DIMMs), storage class memory devices, Read-Only Memory (ROM) devices, or the like. Graphics adapter **130** is connected to chipset **110** via a graphics interface **132**, and provides a video display output **136** to a video display **134**. An example of a graphics interface **132** includes a Peripheral Component Interconnect-Express (PCIe) interface and graphics adapter **130** can include a four lane (x4) PCIe adapter, an eight lane (x8) PCIe adapter, a 16-lane (x16) PCIe adapter, or another configuration, as needed or desired. In a particular embodiment, graphics adapter **130** is provided down on a system printed circuit board (PCB). Video display output **136** can include a Digital Video Interface (DVI), a High-Definition Multimedia Interface (HDMI), a DisplayPort interface, or the like, and video display **134** can include a monitor, a smart television, an embedded display such as a laptop computer display, or the like.

NV-RAM **140**, disk controller **150**, and I/O interface **170** are connected to chipset **110** via an I/O channel **112**. An example of I/O channel **112** includes one or more point-to-point PCIe links between chipset **110** and each of NV-RAM **140**, disk controller **150**, and I/O interface **170**. Chipset **110** can also include one or more other I/O interfaces, including an Industry Standard Architecture (ISA) interface, a Small Computer Serial Interface (SCSI) interface, an Inter-Integrated Circuit (I²C) interface, a System Packet Interface (SPI), a Universal Serial Bus (USB), another interface, or a combination thereof. NV-RAM **140** includes BIOS/EFI module **142** that stores machine-executable code (BIOS/EFI code) that operates to detect the resources of information handling system **100**, to provide drivers for the resources, to initialize the resources, and to provide common access mechanisms for the resources. The functions and features of BIOS/EFI module **142** will be further described below.

Disk controller **150** includes a disk interface **152** that connects the disk controller to a hard disk drive (HDD) **154**, to an optical disk drive (ODD) **156**, and to disk emulator **160**. An example of disk interface **152** includes an Integrated Drive Electronics (IDE) interface, an Advanced Technology Attachment (ATA) such as a parallel ATA (PATA) interface or a serial ATA (SATA) interface, a SCSI interface, a USB interface, a proprietary interface, or a combination thereof. Disk emulator **160** permits a solid-state drive (SSD) **164** to be connected to information handling system **100** via an external interface **162**. An example of external interface **162** includes a USB interface, an IEEE 1394 (Firewire) interface, a proprietary interface, or a combination thereof. Alternatively, solid-state drive **164** can be disposed within information handling system **100**.

I/O interface **170** includes a peripheral interface **172** that connects the I/O interface to add-on resource **174**, to TPM **176**, and to network interface **180**. Peripheral interface **172** can be the same type of interface as I/O channel **112**, or can be a different type of interface. As such, I/O interface **170**

extends the capacity of I/O channel **112** when peripheral interface **172** and the I/O channel are of the same type, and the I/O interface translates information from a format suitable to the I/O channel to a format suitable to the peripheral channel **172** when they are of a different type. Add-on resource **174** can include a data storage system, an additional graphics interface, a network interface card (NIC), a sound/video processing card, another add-on resource, or a combination thereof. Add-on resource **174** can be on a main circuit board, on separate circuit board or add-in card disposed within information handling system **100**, a device that is external to the information handling system, or a combination thereof.

Network interface **180** represents a network communication device disposed within information handling system **100**, on a main circuit board of the information handling system, integrated onto another component such as chipset **110**, in another suitable location, or a combination thereof. Network interface device **180** includes a network channel **182** that provides an interface to devices that are external to information handling system **100**. In a particular embodiment, network channel **182** is of a different type than peripheral channel **172** and network interface **180** translates information from a format suitable to the peripheral channel to a format suitable to external devices. In a particular embodiment, network interface **180** includes a network interface card (NIC) or host bus adapter (HBA), and an example of network channel **182** includes an InfiniBand channel, a Fibre Channel, a Gigabit Ethernet channel, a proprietary channel architecture, or a combination thereof. In another embodiment, network interface **180** includes a wireless communication interface, and network channel **182** includes a Wi-Fi channel, a near-field communication (NFC) channel, a BLUETOOTH or BLUETOOTH-Low-Energy (BLE) channel, a cellular based interface such as a Global System for Mobile (GSM) interface, a Code-Division Multiple Access (CDMA) interface, a Universal Mobile Telecommunications System (UMTS) interface, a Long-Term Evolution (LTE) interface, or another cellular based interface, or a combination thereof. Network channel **182** can be connected to an external network resource (not illustrated). The network resource can include another information handling system, a data storage system, another network, a grid management system, another suitable resource, or a combination thereof. BMC **190** is connected to multiple elements of information handling system **100** via one or more management interface **192** to provide out of band monitoring, maintenance, and control of the elements of the information handling system. As such, BMC **190** represents a processing device different from processor **102** and processor **104**, which provides various management functions for information handling system **100**. For example, BMC **190** may be responsible for power management, cooling management, and the like. The term baseboard management controller (BMC) is often used in the context of server systems, while in a consumer-level device a BMC may be referred to as an embedded controller (EC). A BMC included at a data storage system can be referred to as a storage enclosure processor. A BMC included at a chassis of a blade server can be referred to as a chassis management controller and embedded controllers included at the blades of the blade server can be referred to as blade management controllers. Capabilities and functions provided by BMC **180** can vary considerably based on the type of information handling system. BMC **190** can operate in accordance with an Intelligent Platform Management Interface (IPMI). Examples of BMC **190** include an Integrated Dell Remote Access Controller

(iDRAC). Management interface **192** represents one or more out-of-band communication interfaces between BMC **190** and the elements of information handling system **100**, and can include an Inter-Integrated Circuit (I2C) bus, a System Management Bus (SMBUS), a Power Management Bus (PMBUS), a Low Pin Count (LPC) interface, a serial bus such as a Universal Serial Bus (USB) or a Serial Peripheral Interface (SPI), a network interface such as an Ethernet interface, a high-speed serial data link such as a Peripheral Component Interconnect-Express (PCIe) interface, a Network Controller Sideband Interface (NC-SI), or the like. As used herein, out-of-band access refers to operations performed apart from a BIOS/operating system execution environment on information handling system **100**, that is apart from the execution of code by processors **102** and **104** and procedures that are implemented on the information handling system in response to the executed code.

BMC **190** operates to monitor and maintain system firmware, such as code stored in BIOS/EFI module **142**, option ROMs for graphics interface **130**, disk controller **150**, add-on resource **174**, network interface **180**, or other elements of information handling system **100**, as needed or desired. In particular, BMC **190** includes a network interface **194** that can be connected to a remote management system to receive firmware updates, as needed or desired. Here, BMC **190** receives the firmware updates, stores the updates to a data storage device associated with the BMC, transfers the firmware updates to NV-RAM of the device or system that is the subject of the firmware update, thereby replacing the currently operating firmware associated with the device or system, and reboots information handling system, whereupon the device or system utilizes the updated firmware image. BMC **190** utilizes various protocols and application programming interfaces (APIs) to direct and control the processes for monitoring and maintaining the system firmware. An example of a protocol or API for monitoring and maintaining the system firmware includes a graphical user interface (GUI) GUI associated with BMC **190**, an interface defined by the Distributed Management Taskforce (DMTF) (such as a Web Services Management (WS-MAN) interface, a Management Component Transport Protocol (MCTP) or, a Redfish interface), various vendor defined interfaces (such as a Dell EMC Remote Access Controller Administrator (RACADM) utility, a Dell EMC OpenManage Server Administrator (OMSS) utility, a Dell EMC OpenManage Storage Services (OMSS) utility, or a Dell EMC OpenManage Deployment Toolkit (DTK) suite), a BIOS setup utility such as invoked by a “F2” boot option, or another protocol or API, as needed or desired.

In a particular embodiment, BMC **190** is included on a main circuit board (such as a baseboard, a motherboard, or any combination thereof) of information handling system **100**, or is integrated onto another element of the information handling system such as chipset **110**, or another suitable element, as needed or desired. As such, BMC **190** can be part of an integrated circuit or a chip set within information handling system **100**. An example of BMC **190** includes an integrated Dell remote access controller (iDRAC), or the like. BMC **190** may operate on a separate power plane from other resources in information handling system **100**. Thus BMC **190** can communicate with the management system via network interface **194** while the resources of information handling system **100** are powered off. Here, information can be sent from the management system to BMC **190** and the information can be stored in a RAM or NV-RAM associated with the BMC. Information stored in the RAM may be lost after power-down of the power plane for BMC **190**, while

information stored in the NV-RAM may be saved through a power-down/power-up cycle of the power plane for the BMC.

In a typical usage case, information handling system **100** represents an enterprise class processing system, such as may be found in a datacenter or other compute-intense processing environment. Here, the information handling system may represent one of many hundreds or thousands of other enterprise class processing systems in the datacenter. In such an environment, the information handling system may represent one of a wide variety of different types of information handling systems that perform the main processing tasks of the datacenter, such as computing equipment (servers, modular blade systems, and the like), switching and routing equipment (network routers, top-of-rack switches, and the like), data storage equipment (storage servers, network attached storage, storage area networks, and the like), or other equipment which the datacenter uses to perform the processing tasks. Further, the information handling system may represent management equipment that is networked to the processing equipment via a separate management network, and that operates to monitor, manage, and maintain the processing equipment. Finally, the information handling system may represent datacenter service equipment that is utilized by datacenter technicians of the datacenter to perform monitoring, management, service, and maintenance of the processing and management equipment of the data center. Such datacenter service equipment would historically include an information handling system on a “crash cart,” but increasingly includes mobile devices such as tablet computing devices, smart phone devices, and the like.

FIG. 2 illustrates a portion of a datacenter **200** including a server rack **210**, a datacenter management system **250**, and a mobile service device **260**. Server rack **210** includes datacenter equipment **220**, **230**, and **240**. Datacenter equipment **220**, **230**, and **240** each represent various computing equipment, switching and routing equipment, data storage equipment, or other equipment of datacenter **200**. For example, datacenter equipment **220** may represent a top-of-rack switch, datacenter equipment **230** may represent a blade server, and datacenter equipment **240** may represent a storage server. Datacenter equipment **220**, **230**, and **240** each include a hosted processing environment (not shown) that is configured to provide the processing tasks particular to the datacenter equipment. The particulars of integrating the processing tasks of datacenter equipment **220**, **230**, and **240** with each other to contribute to the overall processing tasks being performed by datacenter **200** are known in the art and will not be discussed further herein, except as needed to describe the teachings herein. Each of datacenter equipment **220**, **230**, and **240** includes a respective BMC **222**, **232**, and **242**. BMCs **222**, **232**, and **242** each include a network interface device such that the BMCs are all connected together in a management network **280** with datacenter management system **250**. Management network **280** may represent a wired network, a wireless network, or a combination of wired and wireless networks, as needed or desired.

BMC **222** includes configuration information **224** and a short-range communication module **226**. Configuration information **224** represents management information utilized by datacenter management system **250** to monitor, manage, and maintain datacenter equipment **220**. Configuration information **224** may represent physical information about the make, model, and hardware configuration of datacenter equipment **220**, and may also represent information about the logical configuration of the datacenter equip-

ment. For example, where datacenter equipment **220** represents a top-of-rack switch, configuration information **224** may include the make and model of the switch, a service tag, an associated switch fabric, a number of ports, and other physical information related to the switch, may include location information for the switch in server rack **210** and for the server rack in datacenter **200**, may include information related to the health of the switch in terms of physical operational status and in terms of logical operational status such as error and alert status information, and may also include switch mappings, both physical and logical, port configurations, or other information that identifies the uses to which the switch is configured to perform. Near-filed communication module **226** represents a wireless communication endpoint that is capable of establishing a wireless communication link **282** to another similarly equipped device (here shown as a short-range communication module **262** of mobile service device **262**). Short-range communication module **226** is configured to provide a very short connection range as compared with other wireless technologies, such as Wi-Fi or wireless cellular technologies. An example of short-range communication module **226** may include a communication endpoint in accordance with a BLUETOOTH standard, a BLUETOOTH Low Energy (BLE) standard, or another short-range communication standard, as needed or desired.

BMC **232** includes configuration information **234** and a short-range communication module **236**. Configuration information **234** is similar to configuration information **224**, representing management information utilized by datacenter management system **250** to monitor, manage, and maintain datacenter equipment **230**. Thus configuration information **234** may represent physical information about datacenter equipment **230**, and may also represent information about the logical configuration of the datacenter equipment. For example, where datacenter equipment **230** represents a blade server, configuration information **234** may include the make and model of the server, a service tag, a number of blades, and other physical information related to the server, may include location information for the blade server in server rack **210** and for the server rack in datacenter **200**, may include information related to the health of the blade server in terms of physical operational status and in terms of logical operational status such as error and alert status information, and may also include information as to the installed operating systems, the workloads and processing tasks being performed on the blades, and other information that identifies the uses to which the server is configured to perform. Near-filed communication module **236** is similar to short-range communication module **226**, and is capable of establishing a wireless communication link **282** to another similarly equipped device (again shown as short-range communication module **262**).

BMC **242** includes configuration information **244** and a short-range communication module **246**. Configuration information **244** is similar to configuration information **224** and **234**, representing management information utilized by datacenter management system **250** to monitor, manage, and maintain datacenter equipment **240**. Thus configuration information **244** may represent physical information about datacenter equipment **240**, and may also represent information about the logical configuration of the datacenter equipment. For example, where datacenter equipment **240** represents a storage server, configuration information **244** may include the make and model of the server, a service tag, a number of storage drives and their capacities, and other physical information related to the server, may include

location information for the server in server rack **210** and for the server rack in datacenter **200**, may include information related to the health of the server in terms of physical operational status and in terms of logical operational status such as error and alert status information, and may also include information as to the physical, logical, and virtual drive configurations implemented on the storage drives, and other information that identifies the uses to which the server is configured to perform. Near-filed communication module **246** is similar to short-range communication modules **226** and **236**, and is capable of establishing a wireless communication link **282** to another similarly equipped device (again shown as short-range communication module **262**). It will be understood that, under various short-range communication standards, any particular short-range communication module **226**, **236**, **246**, and **262** may only be able to establish a single wireless communication link to one other short-range communication module at a time. The methods for establishing wireless communication links between short-range communication modules, and for reestablishing different links to other modules is known in the art and will not be further described herein except as needed to describe the teachings herein. While the communication links between the datacenter equipment and mobile service device are illustrated as being wireless communication links, the communication links are not necessarily wireless communication links. In particular, embodiments where mobile service device **260** represents a computer system on a crash cart of a datacenter, it will be understood that the communication links between the mobile service device and the datacenter equipment may also represent wired communication links, such as via Ethernet, USB, or another wired communication fabric, as needed or desired.

Datacenter management system **250** represents a centralized and unified processing resource for monitoring, managing, and maintaining datacenter equipment **220**, **230**, and **240** through the datacenter management system's respective connections to BMCs **222**, **232**, and **242** via management network **280**. Datacenter management system **250** includes a wireless communication module **252** that represents a wireless communication endpoint that is capable of establishing a wireless communication link **284** to another similarly equipped device (here shown as a wireless communication module **264** of mobile service device **262**). Wireless communication module **252** is configured to provide a medium connection range as compared with other wireless technologies, such as wireless cellular technologies. An example of short-range communication module may include a communication endpoint in accordance with various IEEE 802.11 (Wi-Fi) standards, or another medium-range communication standard, as needed or desired.

Mobile service device **260** represents a device that may be utilized by datacenter technicians of the datacenter to perform monitoring, management, service, and maintenance of datacenter equipment **220**, **230**, and **240**, and may represent a mobile device such as tablet computing devices, smart phone devices, and the like. Mobile service device **260** includes short-range communication module **262**, wireless communication module **264**, a camera/video system **266**, an accelerometer module **268**, an equipment image library **270**, an augmented reality evaluation module **272**, and a display **274**. Short-range communication module **262** operates to establish communication links **282** with short-range communication modules **226**, **236**, and **246**. It will be understood that under some short-range wireless communication standards, communication links **282** may represent only one point-to-point communication link for any particular one of

short-range communication modules **226**, **236**, **246**, and **264**, such as where a particular BLUETOOTH or BLE endpoint only operates to create a single point-to-point communication link at a time. Methods for switching between such single point-to-point communication links are known in the art and will not be further discussed herein except as needed to describe the teachings herein. Wireless communication module **264** operates to establish communication link **284** with wireless communication module **252**. Here, it will be understood that one, the other, or both of wireless communication modules **252** and **264** may represent an access point device that is capable of establishing multiple communication links similar to communication link **284**, as needed or desired.

Camera/video system **266** represents an integrated device of mobile service device **260** that is configured to obtain still and motion-based images from the surroundings of the mobile service device. The field of view of camera/video system **266** may be restricted to a particular area in front of mobile service device **260**. However, camera/video system **266** will be understood to include an ability to stitch together larger images that encompass a wider field of view than that of the camera/video system alone, by moving mobile service device **260** to bring additional image spaces into the field of view of the camera/video system. Methods and mechanisms for providing a camera/video system are known in the art and will not be further discussed herein except as needed to describe the teachings herein. Accelerometer module **268** represent an integrated device of mobile service device **260** that operates to track the motion of the mobile service device in three-dimensional space. Thus, from a particular location, accelerometer module **268** can determine a relative location to which mobile service device **260** has been moved based upon the accelerations which the mobile service device experiences. Accelerometer module **268** also includes an ability to locate the mobile service device within datacenter **200**. For example, accelerometer module **268** may include a Global Positioning System (GPS) functionality to determine the location, or may include a triangulating functionality based upon the establishment of one or more communication links similar to communication link **284**. Methods and mechanisms for providing an accelerometer module are known in the art and will not be further discussed herein except as needed to describe the teachings herein.

Image library **270** represents a structure of information that stores image objects that each represent various datacenter equipment such as server rack **210**, and datacenter equipment **220**, **230**, and **240**, along with other datacenter equipment that may be utilized in datacenter **200**. In particular, the image objects in image library **270** can be provided by a manufacturer of datacenter equipment, where each image object is associated with a particular piece of datacenter equipment or a particular family of datacenter equipment. For example, where datacenter equipment **210** represents a specific type of top-of-rack switch manufactured by a particular manufacturer, image library **270** can include one or more image objects associated with top-of-rack switches and particularly, can include a specific image object associated with the specific type of top-of-rack switch. More specifically, the specific image object can represent in a primitive form the visible features of the specific type of top-of-rack switch. The image objects may also include other types of visibly distinguishing information such as QR-codes, bar codes, service tags, or other information that serves to visually identify storage racks and datacenter equipment, as needed or desired.

In addition to the image objects, image library **270** includes database information associated with each image object. The database information includes information about the specific type of datacenter equipment depicted by the associated image object. Thus, again where datacenter equipment **210** represents the specific type of top-of-rack switch, the associated database information can include the name, product code, SKU, or other information that identifies the specific type of top-of-rack switch, specification information about the specific type of top-of-rack switch such as a number of network ports, an associated switch fabric, speed and throughput information, or other information related to the specific type of top-of-rack switch, configuration information such as installed optional equipment and the like, or other information that may be utilized to identify the type of top-of-rack switch with more particularity, as needed or desired. In a particular embodiment, image library **270** is provided by the manufacturers of the various pieces of datacenter equipment and is routinely updated as new types of datacenter equipment is released. In general, the image objects and associated database information within image library **270** is available for comparison with the image data from the field of view of camera/video system **266** to assist evaluation module **272** to determine a location of mobile service device **260**, as described further below.

It will be understood that a typical datacenter will include hundreds, if not thousands, of server racks similar to server rack **210**, and that each server rack may include various datacenter equipment similar to datacenter equipment **220**, **230**, and **240**. It will be further understood that some of the server racks may include a common set of datacenter equipment, such as by including a particular brand and model of top-of-rack switch in a top rack unit of the server rack, one or more of a particular brand and model of blade servers in lower rack units of the server rack, and a particular brand and model of storage server in a bottom rack unit of the server rack. Thus, a typical data center may include many rows of server racks that are visually indistinct from each other, or with only slight visual differences to distinguish between server racks. In addition, various models of a particular type of datacenter equipment may be visually identical or have only slight visual differences to distinguish between the models of that type of datacenter equipment. It will be further understood that, even where different server racks or the datacenter equipment therein look visually indistinct from each other, the data processing tasks being performed on each server rack will be different and unique from the data processing tasks being performed on the other server racks, but that such differences in the data processing tasks will give no visibly discernable clues as to which processing task is being performed on which server rack.

Augmented reality evaluation module **272** represents a processing function of mobile service device **260** that provides an augmented reality visual depiction of the surroundings of the mobile service device overlain on display **274**. The augmented reality visual display is generated by evaluation module **272** based upon various inputs to mobile service device **260**, including image data from camera/video system **266**, location information from accelerometer module **268**, configuration information from one or more of datacenter equipment **220**, **230**, and **240** via communication links **282**, from datacenter management system **250** via communication link **284**, or from other input information available to the mobile service device. In particular, evaluation module **272** operates to identify the datacenter equipment within server rack **210**. Then, evaluation module **272**

11

operates to present image information from camera/video system **268** on display **274**, and the, having matched the correct image objects to the elements of server rack **210**, to project an augmented reality overlay of the matched image objects onto their respective elements of the server rack. In addition to the projected image objects, evaluation module **272** displays associated identifying information in the projected image objects that identifies the various elements of the server rack.

FIG. **3** illustrates an embodiment of a display **300** similar to display **274**. Display **274** presents image information **302** from a camera/video system that show what is presently within the field of view of the camera/video system. Here, an evaluation module similar to evaluation module **272** operates to project an augmented reality overlay **304** onto screen **300**. Note that augmented reality overlay **304** provides information that identifies the server rack and the elements within the server rack over image information **302**. It will be understood that, as image information **302** changes, for example because the mobile service device is moved such that the field of view of the camera/video system changes, augmented reality overlay **304** will likewise change aspect to match the image information, including to identify new elements of the datacenter that come within the field of view of the camera/video system. The mechanisms and methods for creating augmented reality overlays for display over image information are known in the art and will not be further disclosed herein, except as needed to illustrate the present embodiments. Thus, using available sensor data, such as location information, visual information, and configuration information available to a mobile service device, the present invention represents an improvement in the ability datacenter equipment to be reliably identified, in addition to the improvements derived from the use of augmented reality to depict to a datacenter technician the identities of the datacenter equipment in their vicinity.

In addition to identifying the elements within server rack **210**, evaluation module **272** operates to create a datacenter management solution that provides a datacenter technician with a direct connection between datacenter management system **250**, including the associated management information for datacenter **200**, and datacenter equipment **230**, **240**, and **250**. In this way, the datacenter technician views sensor data overlays for each of the datacenter equipment. For example, the sensor data overlays can include augmented reality overlays onto display **274** for system health, temperature, power, and performance, log information, support information, and other management information as the datacenter technician maintains the datacenter equipment. The support information may include a library of technical notes and best practices, videos, on-line based resources, and the like. In this way, in addition to improvements in the “at-the-box” support experience by the datacenter technician, the support activities are performed on the identified datacenter equipment, thereby reducing the errors from performing support tasks on a wrong element of datacenter equipment.

FIG. **4** illustrates a method for determining the identity of an element of datacenter equipment, starting at block **400**. In block **402**, a mobile service device measures a field of view of a camera/video system to identify regions that correlate to slots in a server rack. Here, the mobile service device may be sufficient to measure dimensions of the server rack and the slots with an accuracy margin of less than one percent (1%). Thus, where a particular server rack may have a height of 78 inches, the mobile service device can expect an accuracy margin of less than 0.8 inch. Thus, where a slot of

12

a server rack is typically 1.75 inches, the mobile service device may be expected to be able to resolve all rack slots such that any recognized point in the field of view would fall within a locus. Further, whichever portion of the locus most overlaps with a measured, segmented space within the field of view would be reasonably considered as the fixed point of the slot. Here, the mobile service device segments the server rack into regions of 1.75 inch high slots, and the regions are utilized for further image recognition tasks as described below.

In block **404**, image recognition is performed on the visual space to identify datacenter equipment within a server rack. Here, using image recognition, an evaluation module operates to understand bounding regions within a field of view of camera/video system. In particular, a geometry is assigned which is parsed and mathematically operated upon to map to the field of view of the camera/video system. Then an image object that matches the datacenter equipment is identified that narrows down the possible identities of the datacenter equipment to one of a few number of image objects. In another embodiment, an image object is selected based upon a known identifier for the datacenter equipment, such as an asset tag or other identifier for the datacenter equipment.

Once the bounding region of the datacenter equipment has been identified by the evaluation module, an appropriate point is chosen to measure against the segmented field of view. In this way, the evaluation module assigns the visual identity of the datacenter equipment in each slot to recognized image objects. For example, the field of view of a particular server rack can be parsed and segmented into 42 slots. Here, where the server rack has three elements of datacenter equipment that are located in slots **21**, **22**, and **23**, the evaluation module can activate image recognition on the field of view to attempt to matching image objects. Then the evaluation module can position geometries within the field of view and centered to the nearest slot, thereby locating three elements of datacenter equipment at slots **21**, **22**, and **23**.

In block **406**, a wireless communication link is established between the mobile service device and the datacenter equipment to confirm the identity of the datacenter equipment. In a particular embodiment, the evaluation module sends indication information to the datacenter equipment, and the datacenter equipment responds by providing a visible indication associated with the indication information and which is detected in the field of view to establish the location of the datacenter equipment. Here, the image recognition correlations and the wireless communication links are combined to establish greater confidence in the identity of the datacenter equipment. It will be understood that due to the nature of wireless communication links, the evaluation module may detect multiple unidentified wireless communication beacons. Here, the evaluation module needs to assign a particular identity for each element of datacenter equipment.

FIG. **5** illustrates a method for pairing elements of datacenter equipment with their associated slots in a server rack, starting at block **500**. At block **502**, in order to establish full confidence in the identity of a recognized element of datacenter equipment, the evaluation module constructs unique messages to send in response to each wireless communication beacon detected. The messages are selected to be unique enough to identify the elements of datacenter equipment with sufficient confidence to eliminate the other wireless connection beacons. For example, if eight wireless connection beacons are detected, the evaluation module can create

eight messages with at least three bits of information. In block **504**, the mobile service device transmits a unique message to each element of datacenter equipment via the respective wireless communication links. In block **506**, after each element of datacenter equipment receives the message, the datacenter equipment visually relays the message back to the mobile service device. For example, the datacenter equipment may include an identification light and the message can represent a blink pattern for the datacenter equipment. Then each element of datacenter equipment can flash the identification light in the received blink pattern. In another example, the datacenter equipment may include a display device. Then each element of datacenter equipment can display a code or pattern associated with the received message. In block **508**, the camera/video system receives the displayed message from the elements of datacenter equipment. In block **510**, the evaluation module utilizes the image recognition to detect the message and, by analysis of the boundary where the recognition of the message was detected, links the message and the corresponding identifier to the visually detected datacenter equipment, and the method ends in block **512**. Returning to FIG. 4, in block **408**, the mobile service device receives management information from the elements of datacenter equipment via the respective wireless communication links and via a management network with a datacenter management system, and the method ends at block **410**.

FIGS. 6 and 7 illustrate an embodiment of a display **600** similar to displays **274** and **300**. Display **600** presents image information **602** from a camera/video system that show what is presently within the field of view of the camera/video system. Here, an evaluation module similar to evaluation module **272** operates to project an augmented reality overlay **604** onto screen **600**. Note that augmented reality overlay **604** provides information that identifies an element of datacenter equipment, here a blade server, and the individual modules that make up the datacenter equipment, here server blades 0-7, disk drives 0-7, and power supplies 0-3. Augmented reality overlay **604** further shows two modules **606** and **608** as being highlighted, disk drive 0 and server blade 5. Here, the evaluation module operates to receive not only identification and location information for the datacenter elements within the field of view of a camera/video system, but also communicates with the datacenter equipment and a datacenter management system to receive configuration information related to the datacenter equipment. The type of configuration information that is displayed on augmented reality overlay **604** can vary based upon a selection by a datacenter technician of one or more types of configuration information that is desired to be displayed. For example, while the evaluation module can have protected access to various levels of management information for the datacenter equipment, the datacenter technician may select between different types of management information to be displayed by augmented reality overlay **604**. Types of management information may include health information for the modules of the datacenter equipment such as hardware status, processor, memory, storage, or I/O utilization levels, and the like, environmental information such as temperature information, fan speed and fan efficiency information, or other environmental information, module of datacenter equipment configuration settings such as may be accessed via a BIOS setup mode, network connectivity information including physical and virtual network connectivity and the like, logical information such as virtual machine status, workload information and status, and the like. Here, the evaluation module can provide selection options on display **600** and the

datacenter technician may interact with the selection options to obtain different management information from augmented reality overlay **600**. Further, the datacenter technician can interact with augmented reality overlay **600** to expand selected elements of the augmented reality overlay to get additional information for the selected elements. For example, by selecting module **606**, the datacenter technician can expand the view **702** and get further information **704** on module **606**, or by selecting module **608**, the datacenter technician can expand the view **706** to get further information **708** on module **608**.

In a particular embodiment, a mobile service device operates to provide configuration information to elements of datacenter equipment via their respective wireless communication links. In this way, the mobile service device can be used to configure a datacenter for creation of groups and clusters of servers, storage element assignment, template assignment, network assignment, or the like. In particular, an evaluation module operates to gather configuration information from a number of related elements of datacenter equipment, such as membership in multi-chassis management groups, peers in a stack, attributes of each chassis, components within each chassis, or the like. The evaluation module then determines locations of other elements of datacenter equipment within the datacenter that are related to the datacenter equipment that is in the of view, and overlays the locations on an augmented reality overlay to show which elements are in a common grouping. Then the evaluation module operates to provide options to add or delete datacenter equipment from the groupings. In another embodiment, the augmented reality overlay operates to provide options for modifying the configuration information from one or more elements of datacenter equipment and returns the modified configuration information to the elements to implement the modifications as provided by the mobile service device. For example, a mobile service device may include programs or APIs for modifying the configuration of the elements of datacenter equipment, as needed or desired.

In another embodiment, a mobile service device similar to mobile service device **260** operates to provide an augmented support solution that allows a remote technician to view datacenter equipment as seen by a datacenter technician, and permits the remote technician to guide the datacenter technician through various remediation and maintenance tasks for the datacenter equipment. Here, when a datacenter management system becomes aware of an element of datacenter equipment that is in need of service or repair, the datacenter management system communicates the issue to a mobile service device, identifying the particular element and its location in the datacenter. The datacenter technician goes to the location using the location features as described above, and the evaluation module of the mobile service device provides an augmented reality overlay on the display of the mobile service device to identify the problem element.

FIG. 8 illustrates display **600** where the information **708** for module **608** is replaced with a remote assistance block **802** that provides for a selectable connection with a remote technician. Here, the mobile service device can include various APIs and programs that permit various levels of connectivity with a remote technician. Here, the datacenter technician selects between various interaction levels, such as a chat or video call interface, levels for remote control over the mobile service device or the element of datacenter equipment, or other interaction types or control levels, as needed or desired. For example, the mobile service device can utilize a web browser to establish a secure session with the remote technician, such as via a secure web site or the

15

like. The secure session may include other levels of security access as are known in the art, and such security methods and procedures will not be further disclosed herein except as needed to describe the embodiments herein.

Once the remote session is established between the mobile service device and the remote technician, the remote service technician provides instructions and assistance as needed to perform the needed remediation and maintenance tasks for the datacenter equipment. In this way, the mobile service device functions as a secure proxy between the management information and control associated with the management network and the remote technician. Then, while the datacenter technician is performing the remediation and maintenance tasks for the datacenter equipment, the remote technician views the activities of the datacenter technician via the camera/video system and can provide on-the-spot instructions or correction, as needed or desired. In addition, the remote technician can provide videos or other instructional information for downloading onto the mobile service device. In a particular embodiment, a remote service system operates to interact with the augmented reality overlay to show, within the field of view of the camera/video system, the steps to take to perform the remediation and maintenance tasks.

In a particular embodiment, the remote technician accesses various APIs to perform the remediation and maintenance tasks, using the mobile service device as a secure proxy. Here, the APIs may be located on a system at the remote technician's location, on the mobile service device, or on the datacenter equipment, as needed or desired. Here further, the datacenter technician may be called upon to review and approve any changes made to the datacenter equipment by the remote technician, as needed or desired.

For purpose of this disclosure, an information handling system can include any instrumentality or aggregate of instrumentalities operable to compute, classify, process, transmit, receive, retrieve, originate, switch, store, display, manifest, detect, record, reproduce, handle, or utilize any form of information, intelligence, or data for business, scientific, control, entertainment, or other purposes. For example, an information handling system can be a personal computer, a laptop computer, a smart phone, a tablet device or other consumer electronic device, a network server, a network storage device, a switch router or other network communication device, or any other suitable device and may vary in size, shape, performance, functionality, and price. Further, an information handling system can include processing resources for executing machine-executable code, such as a central processing unit (CPU), a programmable logic array (PLA), an embedded device such as a System-on-a-Chip (SoC), or other control logic hardware. An information handling system can also include one or more computer-readable medium for storing machine-executable code, such as software or data. Additional components of an information handling system can include one or more storage devices that can store machine-executable code, one or more communications ports for communicating with external devices, and various input and output (I/O) devices, such as a keyboard, a mouse, and a video display. An information handling system can also include one or more buses operable to transmit information between the various hardware components.

In accordance with various embodiments of the present disclosure, the methods described herein may be implemented by software programs executable by a computer system. Further, in an exemplary, non-limited embodiment, implementations can include distributed processing, com-

16

ponent/object distributed processing, and parallel processing. Alternatively, virtual computer system processing can be constructed to implement one or more of the methods or functionality as described herein.

The present disclosure contemplates a computer-readable medium that includes instructions or receives and executes instructions responsive to a propagated signal; so that a device connected to a network can communicate voice, video or data over the network. Further, the instructions may be transmitted or received over the network via the network interface device.

While the computer-readable medium is shown to be a single medium, the term "computer-readable medium" includes a single medium or multiple media, such as a centralized or distributed database, and/or associated caches and servers that store one or more sets of instructions. The term "computer-readable medium" shall also include any medium that is capable of storing, encoding or carrying a set of instructions for execution by a processor or that cause a computer system to perform any one or more of the methods or operations disclosed herein. In a particular non-limiting, exemplary embodiment, the computer-readable medium can include a solid-state memory such as a memory card or other package that houses one or more non-volatile read-only memories.

Further, the computer-readable medium can be a random access memory or other volatile re-writable memory. Additionally, the computer-readable medium can include a magneto-optical or optical medium, such as a disk or tapes or other storage device to store information received via carrier wave signals such as a signal communicated over a transmission medium. A digital file attachment to an e-mail or other self-contained information archive or set of archives may be considered a distribution medium that is equivalent to a tangible storage medium. Accordingly, the disclosure is considered to include any one or more of a computer-readable medium or a distribution medium and other equivalents and successor media, in which data or instructions may be stored.

Although only a few exemplary embodiments have been described in detail above, those skilled in the art will readily appreciate that many modifications are possible in the exemplary embodiments without materially departing from the novel teachings and advantages of the embodiments of the present disclosure. Accordingly, all such modifications are intended to be included within the scope of the embodiments of the present disclosure as defined in the following claims. In the claims, means-plus-function clauses are intended to cover the structures described herein as performing the recited function and not only structural equivalents, but also equivalent structures.

What is claimed is:

1. An information handling system for managing equipment in a datacenter, the information handling system comprising:

- a display;
 - a first wireless communication interface;
 - a second wireless communication interface; and
 - an imaging system configured to capture image data from within a field of view of the imaging system;
- wherein the information handling system is configured to:
- establish a first wireless communication link with a remote service system via the first wireless communication interface;
 - show the image data on the display;

17

provide an augmented reality overlay on the display over the image data, wherein the augmented reality overlay locates an element of datacenter equipment that needs to be serviced;

determine that the element is within the field of view; 5

establish a second wireless communication link with the element via the second wireless communication interface in response to determining that the element is within the field of view;

provide the image data and the augmented reality overlay to the remote service system via the first wireless communication link; 10

receive first configuration information from the element via the first wireless communication link, wherein the first configuration information includes health information for the element, environmental information for the element, and configuration settings for the element; 15

receive an instruction to service the element based upon the first configuration information from the remote service system in response to providing the augmented reality overlay to the remote service system;

determine that the image data indicates that a service technician has attempted to implement the instruction; and 20

receive a correction to the instruction from the remote service system in response to determining that the service technician has attempted to implement the instruction.

2. The information handling system of claim 1, wherein, after establishing the first wireless communication link, the information handling system is further configured to: 30

provide a dialog box on the augmented reality overlay, the dialog box providing a plurality of options for contacting the remote service system.

3. The information handling system of claim 2, further configured to: 35

receive a selection of a particular option; and

establish a secure session with the remote service system in response to receiving the selection.

4. The information handling system of claim 3, wherein receiving the instruction is in response to establishing the secure session.

5. The information handling system of claim 3, wherein the plurality of options includes a chat request, a video call request, and a remote management request. 45

6. The information handling system of claim 1, further configured to:

provide an indication to the remote service system to manage the element, wherein receiving the instruction is in response to providing the indication. 50

7. The information handling system of claim 6, further configured to:

provide second configuration information to the element in response to receiving the instruction. 55

8. A method comprising:

establishing a first wireless communication link between an information handling system and a remote service system via a first wireless communication interface of the information handling system; 60

showing image data from an imaging system of the information handling system on a display of the information handling system;

providing an augmented reality overlay on the display over the image data, wherein the augmented reality overlay locates an element of datacenter equipment that needs to be serviced; 65

18

determining that the element is within a field of view of the imaging system;

establishing a second wireless communication link with the element via a second wireless communication interface of the information handling system in response to determining that the element is within the field of view;

providing the image data and the augmented reality overlay to the remote service system via the first wireless communication link;

receiving first configuration information from the element via the first wireless communication link, wherein the first configuration information includes health information for the element, environmental information for the element, and configuration settings for the element;

receiving an instruction to service the element based upon the first configuration information from a remote service system in response to providing the augmented reality overlay to the remote service system;

determining that the image data indicates that a service technician has attempted to implement the instruction; and

receiving a correction to the instruction from the remote service system in response to determining that the service technician has attempted to implement the instruction.

9. The method of claim 8, wherein, after establishing the first wireless communication link, the method further comprises:

providing a dialog box on the augmented reality overlay, the dialog box providing a plurality of options for contacting the remote service system.

10. The method of claim 9, further comprising:

receiving a selection of a particular option; and

establishing a secure session with the remote service system in response to receiving the selection.

11. The method of claim 10, wherein receiving the instruction is in response to establishing the secure session.

12. The method of claim 10, wherein the plurality of options includes a chat request, a video call request, and a remote management request.

13. The method of claim 8, further comprising:

providing an indication to the remote service system to manage the element, wherein receiving the instruction is in response to providing the indication.

14. The method of claim 13, further comprising:

providing second configuration information to the element in response to receiving the instruction.

15. An information handling system comprising:

a first element of datacenter equipment including a first wireless communication interface; and

a mobile service device including:

a display;

a second wireless communication interface;

a third wireless communication interface; and

an imaging system configured to capture image data from within its field of view;

wherein the mobile service device is configured to:

establish a first wireless communication link with a remote service system via the second wireless communication interface;

show the image data on the display;

provide an augmented reality overlay on the display over the image data, wherein the augmented reality overlay locates an element of datacenter equipment that needs to be serviced;

determine that the element is within the field of view;

19

establish a second wireless communication link with the element via the third wireless communication interface in response to determining that the element is within the field of view;

receive first configuration information from the element via the first wireless communication link, wherein the first configuration information includes health information for the element, environmental information for the element, and configuration settings for the element;

receive an instruction to service the element based upon the first configuration information from a remote service system in response to providing the augmented reality overlay to the remote service system;

determine that the image data indicates that a service technician has attempted to implement the instruction; and

receive a correction to the instruction from the remote service system in response to determining that the service technician has attempted to implement the instruction.

16. The information handling system of claim **15**, wherein, after establishing the first wireless communication link, the mobile service device further configured to:

20

provide a dialog box on the augmented reality overlay, the dialog box providing a plurality of options for contacting the remote service system.

17. The information handling system of claim **16**, the mobile service device further configured to:

receive a selection of a particular option; and

establish a secure session with the remote service system in response to receiving the selection.

18. The information handling system of claim **17**, wherein receiving the instruction is in response to establishing the secure session.

19. The information handling system of claim **16**, wherein the plurality of options includes a chat request, a video call request, and a remote management request.

20. The information handling system of claim **15**, the mobile service device further configured to:

provide an indication to the remote service system to manage the element, wherein receiving the instruction is in response to providing the indication; and

provide second configuration information to the element in response to receiving the instruction.

* * * * *